ISSN 1187-1474

ANNUAL REPORT
1991-92

PROVINCIAL
PUBLIC LIBRARIES
BOARD

THE 56TH ANNUAL REPORT OF THE PROVINCIAL PUBLIC LIBRARIES BOARD FOR THE YEAR ENDED MARCH 31, 1992

92-07863/

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PROVINCIAL PUBLIC LIBRARIES BOARD

ARTS AND CULTURE CENTRE, ST. JOHN'S, NEWFOUNDLAND A1B 3A3

Honourable James Walsh
Minister
Department of Tourism and Culture
Government of Newfoundland and
Labrador

Dear Sir:

In accordance with the revised Public Libraries Act, 1988, we hereby submit the report of the Provincial Public Libraries Board for the year ended March 31, 1992.

John Snow, Chairperson

Pearce J. Penney, Provincial Director and Secretary to the Board

Telephone: (709) 737-3964, 3965, 3966, 3967 / Envoy: ADMIN. NPL / Fax: (709) 737-3009

BOARD MEMBERSHIP
1991-92

CHAIRPERSON: John Snow
VICE-CHAIRPERSON: Calvin Taylor
SECRETARY: Pearce J. Penney

Don Bennett
Kelvin Fowler
Job Halfyard
Alan Hall
Susan Harvey
Roma Hicks
William Jones
Frances Reid
Suzanne Sexty
Mary Sheppard
Eldon Swyer
Julia Swyer
Mary Woodruff

STANDING COMMITTEES

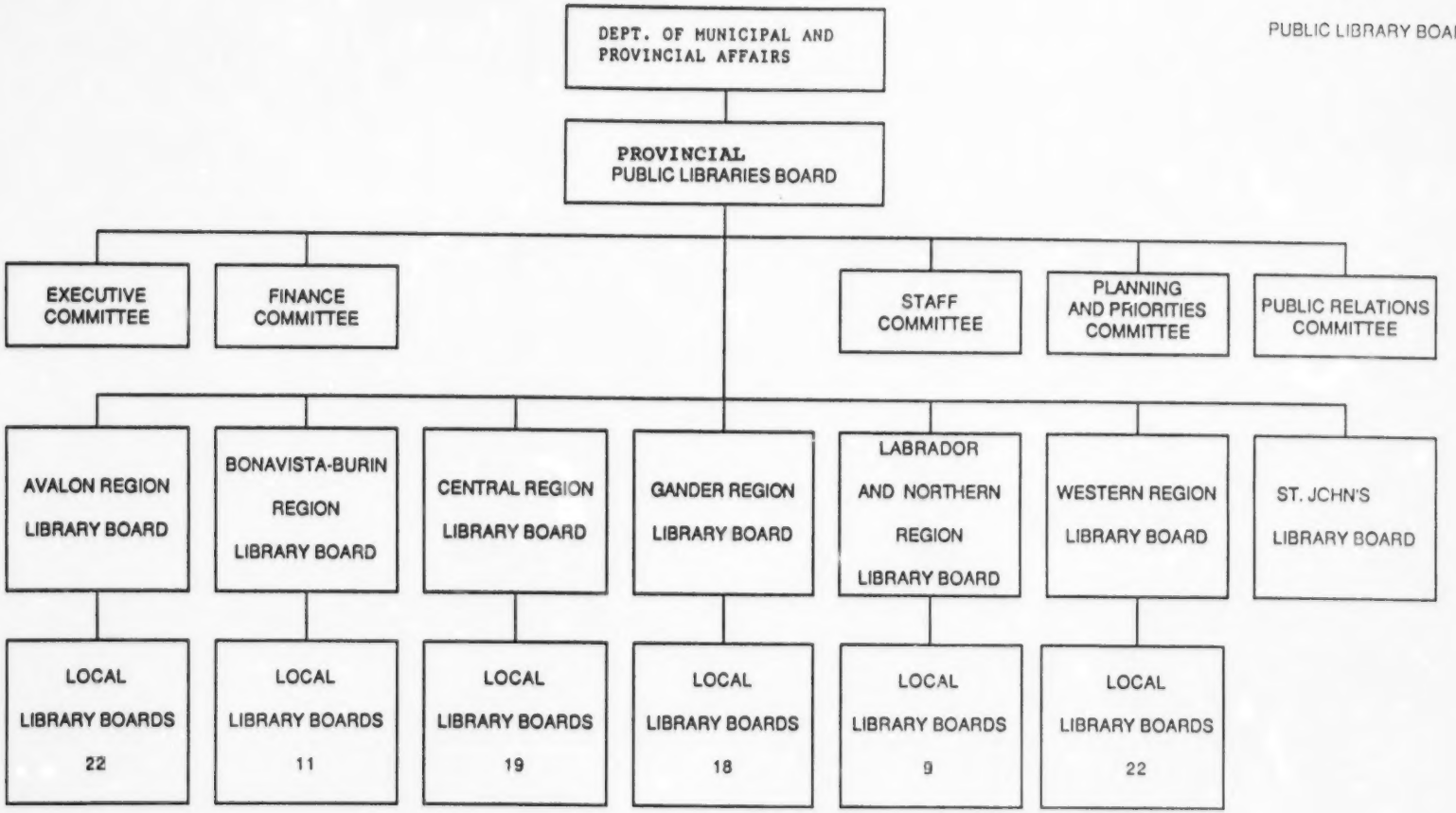
Executive
John Snow
Calvin Taylor
Kelvin Fowler
Roma Hicks
Don Bennett
Suzanne Sexty

Finance
Kelvin Fowler
John Snow
Calvin Taylor
Mary Sheppard
Don Bennett
Susan Harvey
Mary Woodruff
William Jones

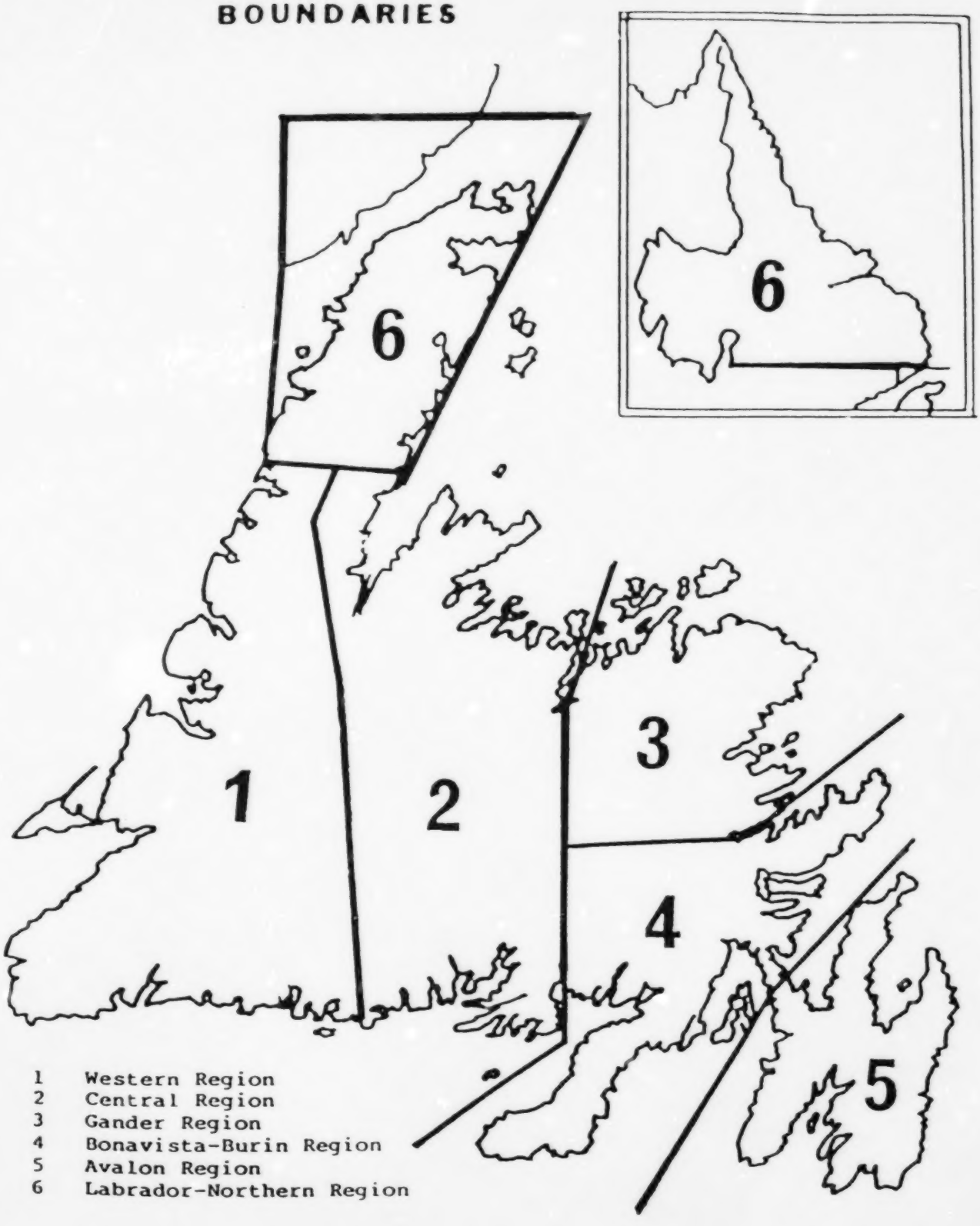
Staff
Don Bennett
Eldon Swyer
Roma Hicks
Alan Hall
Job Halfyard
Francis Reid

Planning & Priorities
Roma Hicks
Susan Harvey
Julia Swyer
Job Halfyard
Eldon Swyer
Alan Hall
Suzanne Sexty

Public Relations
Calvin Taylor
Alan Hall
Mary Woodruff
Gail Malone (staff)
Elinor Benjamin (staff)


DEPT. OF MUNICIPAL AND PROVINCIAL AFFAIRS
PROVINCIAL PUBLIC LIBRARIES BOARD
EXECUTIVE COMMITTEE
FINANCE COMMITTEE
STAFF COMMITTEE
PLANNING AND PRIORITIES COMMITTEE
PUBLIC RELATIONS COMMITTEE
AVALON REGION LIBRARY BOARD
BONAVISTA-BURIN REGION LIBRARY BOARD
CENTRAL REGION LIBRARY BOARD
GANDER REGION LIBRARY BOARD
LABRADOR AND NORTHERN REGION LIBRARY BOARD
WESTERN REGION LIBRARY BOARD
ST. JCHN'S LIBRARY BOARD
LOCAL LIBRARY BOARDS 22
LOCAL LIBRARY BOARDS 11
LOCAL LIBRARY BOARDS 19
LOCAL LIBRARY BOARDS 18
LOCAL LIBRARY BOARDS 9
LOCAL LIBRARY BOARDS 22

REGIONAL BOUNDARIES



1 Western Region
2 Central Region
3 Gander Region
4 Bonavista-Burin Region
5 Avalon Region
6 Labrador-Northern Region

PROVINCIAL PUBLIC LIBRARIES SERVICE
1991-92

Minister, Municipal & Provincial Affairs	Hon. William Hogan
Provincial Director	Pearce J. Penney
Deputy Provincial Director	Diana F. Rose
Financial Administrator	D. Max Frampton
Provincial Reference & Resource Library:	
Head	Charles Cameron
Assistant Head	Anne Lawson
Newfoundland Section	Derek Bussey
Interlibrary Loans	Deirdre Tiffany
Technical Services Dept:	
Department Head	Brenda Parmenter
St. John's Library System:	
Chief Librarian	Brian Nimeroski
Branch Libraries & Special Collections	Victoria Murphy
Children's Librarian	Heather Myers
Adult Reserves & Interlibrary Loans	Joan Wheeler
Avalon Region:	
Regional Librarian	John White
Mount Pearl City Librarian	Judy Anderson
Bonavista-Burin Region:	
Regional Librarian	Margaret Ann Fowler
Central Region:	
Regional Librarian	Ralph Dale
Gander Region:	
Regional Librarian	Patricia Parsons
Labrador-Northern Region:	
Regional Librarian	Sandy Chilcote
Western Region:	
Regional Librarian	Elinor Benjamin
Corner Brook City Librarian	Lynne West

CHAIRPERSON'S REPORT

1991-92 has been a challenging year for the Provincial Public Libraries Board. It has been a year characterized by constant pressure on our budget and, once again, the inability of the Provincial board to provide the funding necessary for replacements during staff vacation periods. This meant that some libraries were closed up to three weeks; however, in other instances libraries were kept open by volunteers, which in some cases were board members.

AMALGAMATION

When the Department of Municipal and Provincial Affairs began its program to amalgamate municipalities it was not clear what the implications were for the public libraries. However, before the end of the year three libraries were affected. The Goulds library became a branch of the St. John's Library System and Grand Falls and Windsor became one town thus necessitating the need to combine the two library boards, a process that will conclude in September of 1992. The result is two library boards less than before.

PROPOSED PROVINCIAL TAX REFORM

The Provincial Board submitted a brief to the Minister of Finance on the proposed provincial tax reform. In its brief the Provincial Board strongly recommended that all reading materials be exempt from the Proposed Provincial Sales Tax.

GIFTS OF BOOKS FROM EIMSKIP

In August the Provincial Board was the recipient of a gift of books, valued at $3,000, from the Icelandic Steamship Company EIMSKIP.

SIGNIFICANT ACTIVITIES

- Approval of an Aids Policy.
- Development plan for librarians to undertake study leave and secondment to government departments.
- Review of the Five-year Plan.
- Signing of an automation contract.
- Continued support of the Literacy Project, through the Literacy Advisory Group.
- Appointment of a committee to review the Library Standards.

These are some of the Provincial Board's activities during the year but by no means all.

ISSUES AND CONCERNS

The Provincial Board has struggled with the budget problem for the past two years. A continuation of the austerity measures introduced by government will inevitably have a serious effect on the public library services. Unless more funding is provided the Provincial Board may have no choice but to cut back on library services, a most regrettable move.

Associated with the austerity measures is the Provincial Board's inability to expand the services. Communities are requesting library services, and rightly deserve it, but funding is not available. Therefore, the Provincial Board is unable to fulfill its Mission Statement which states "To provide, through the public library system, the best possible public library service and to ensure that library materials, information and programs are available to every individual in the province."

THANKS

I would like to thank the staff of the public libraries, the members of the Provincial Public Libraries Board and the members of the regional and local library boards in the province who have worked together in their efforts to provide a provincial public library service.

John Snow
Chairperson, Provincial
Public Libraries Board

PROVINCIAL DIRECTOR'S REPORT

The 1991-92 fiscal year was one of accomplishment, frustration and a continuation of the economic downturn which will affect public library service in the province for a number of years to come. Due to inadequate funds, there continued the freeze on filling new positions, despite the fact that these positions have been on the books for some years. For the second year there has been no funding to replace staff while on annual leave. This meant that one-person libraries were closed for up to three weeks, not a desirable situation at any time. However, despite it all there were a number of accomplishments as the individual reports included herein reveal.

ORGANIZATIONAL STRUCTURE

The organizational structure of public libraries in the province is a three level governance, and each level inter-related to provide a provincial service. The provincial, regional and local boards make up a network of volunteers dedicated to providing a public library service for their respective clientele. This report reflects the scope of the libraries service and the dedication of these people, including staff, who work tirelessly for the improvement of our public libraries.

DYNIX IMPLEMENTATION

A major accomplishment was the implementation of phase one of the automation of our system. In February the new Dynix Automated System was installed providing for the automation of the provincial cataloguing and circulation in the St. John's Libraries.

This was made possible through the joint efforts of the St. John's Library Board and the Provincial Board who shared in the funding arrangements. Within the next fiscal year, subject to funding, phase two will be implemented which includes acquisitions and on-line public access catalogue along with a number of micro-computers in the regional headquarters and the Provincial Reference and Resource Library.

The overall result will be a more effective and efficient operation, and service to the public will be immeasurably improved.

OVERVIEW OF THE SERVICE

The overall statistical reports show increases with one or two exceptions. This is very significant in view of budget cutbacks which necessitated changes and curtailment of some services.

The overall circulation increased by 5% and registered borrowers increased by 4.6%. Interlibrary loans increased by 7.4% but reference queries had a marginal decrease. Library programmes increased as did the attendance, and school visits were up significantly. As a matter of fact, the number of school visits increased by 7.8% while attendance increased by 27%.

In-library material use increased slightly while library visits decreased. One reason for this decrease was that during one week in which the library survey was undertaken, a number of libraries were closed due to stormy weather.

CONTINUING EDUCATION

Continuing education programmes during the year covered a broad range of topics. Workshops through the Public Service Commission, the library associations conferences, targeted both trustees and staff. A major aspect of continuing education is the library Certificate Programme, through Memorial University's Continuing Education Division. Again this year there were a number of graduates in the Level I course.

Study leave has been granted two staff members to begin in the fall of 1992. Also, two staff members have participated in the secondment programme. One with the Department of Lands & Environment and the other with the Department of Education.

SPECIAL PROJECTS

The final grant issued by the Department of Education for literacy activities has been spent and future plans are for a staff member in the Provincial Reference and Resource Library to take over where the Literacy Co-ordinator left off.

The nucleus of library collections for the Regional Resource Libraries is in place and reading tents are at regional headquarters, ready for use.

Through a special grant from Archives the Provincial Reference and Resource Library undertook a project to do an inventory

of the Henry J. Stabb Co. and Charles Mackenzie Harvey Collection. It consists of approximately 100 business journals and related books, along with one meter of files. The material dates from 1948-1974.

A review of the Microfilm Project between Memorial University Library and the Provincial Reference Library has projected a number of actions needed to place the project on a par with accepted standards. Funding was applied for to look at the "Immediate Measures" by the Paper Heritage Group. However, the continuing measures will require the support of both Memorial University and the Provincial Public Libraries Board.

In September a questionnaire was sent out to library board members with a view to finding out more about the volunteers who help run our library boards and to help with the development of an orientation program for trustees. The response was most gratifying. There was a 42% return and of that number some 71 people indicated an interest in working on an educational project. Another interesting figure is that females out number males on library boards by two to one. As a result of the survey a program is being developed to assist with the orientation of library trustees, which also includes a video.

ISSUES AND CONCERNS

There are a number of issues facing the development and maintenance of the public library service in the province. There has not been a new library established in the province since 1983. Although in the same timeframe five volunteer libraries have come on stream, with the full approval of the Provincial board. The sad part of that is the Provincial Board cannot offer its full support because of inadequate funding.

There are a number of communities desirous of establishing a library but the most the Provincial Board can do is give approval in principle, subject to funding. As these communities wait, some have been waiting for nearly ten years, interest wanes and soon the momentum dies. There needs to be an infusion of both capital and operating funds to meet the needs of these communities.

Other communities whose libraries have been established for a number of years are reaching a point when the building needs to be replaced. While a number of communities have managed to proceed, thanks to the initiative of the local library board and town councils, many others just cannot arrange the

resources. The Provincial Board has commitments for a number of these buildings, but it cannot extend itself further. The time may have arrived when a new approach to library facilities is necessary. The Provincial Board cannot undertake additional building projects at this time. Its financial commitments are too great.

Insufficient funding is hampering the development of the service. For the second year in a row we have not been able to provide funding for staff replacements during vacation periods. This is compounded in the 1992-93 fiscal year, resulting in the close down of the entire system for two weeks. The effects of this action will undoubtedly be the subject of next year's report.

Unless funding increases the Provincial Public Libraries Service may have to be re-assessed and as the saying goes "the garment cut to fit the cloth."

APPRECIATION

Appreciation is extended to the Minister and Officials of the Department of Municipal and Provincial Affairs for their co-operation and support during the year.

To the members of the provincial, regional and local library boards for the volunteer service provided at all levels of the operation, thank you.

To the staff, who as usual excelled in their dedication, devotion and hard work, a sincere thank you.

Thanks to the media for their interest and co-operation during the past year in assisting with the promotion of public library services throughout the province.

Pearce J. Penney
Provincial Director

PROVINCIAL SERVICES

PROVINCIAL REFERENCE AND RESOURCE LIBRARY

Introduction

As the last full year before the Reference Transfer, 1991-92 witnessed considerable emphasis and planning on the major changes to come. At the same time, financial cutbacks led to decreased open hours, fewer staff and less money to buy materials for the collection.

Present Service

The Provincial Reference and Resource Library is the provincial resource library for the Provincial Public Libraries Service and is the public reference library for the City of St. John's and area (until July 1992). The entire library collection is a backup support collection for the public library system. It is also the access point whereby residents of the Province can gain access to information in other parts of Canada and the world through the Interlibrary Loans System.

The Provincial Reference and Resource Library is comprised of two main sections: the General Reference Section and the Newfoundland Reference Collection. The General Reference Section houses books (reference and general non-fiction), current and back issues of periodicals and newspapers, periodical and newspaper indexes, telephone directories for all major Canadian centers, university and college calendars, federal government documents including Statistics Canada publications, vertical file and the Last Copy Fiction Collection.

In the Newfoundland Reference Section are found Newfoundland books, periodicals, newspapers (current and bound), microfilm of Newfoundland Newspapers, maps, photographs and other items of an archival nature. The Newfoundland Collection endeavors to collect all current printed material pertaining to the Province as well as items published about the Province at any time in the past.

The Service During 1991-92

Mid-July 1992 will see a major change in the Reference library's role in St. John's. Currently reference service for the City is provided by the General Reference Section of the Provincial Reference and Resource Library. Beginning in July the St. John's Library System will provide city reference service from its own reference department in the A.C. Hunter Adult Library. The Newfoundland Collection of the PRRL will remain open to the public in its present location while the General Reference Section will concentrate on its other long-standing role as the back-up resource library for the Provincial Public Libraries Service.

The librarians in the Reference Library have been reorganizing books, periodical and other collections and rewriting procedures in preparation for the change. The work has been coordinated with the St. John's Library System through the Reference Transfer Committee. The biggest project has been dividing up the general reference book collection. The transfer will also involve reorganization of staff duties and schedules, moving the general reference book collection from the third floor and arranging space on the first floor for general reference staff.

After July the General Reference Section of the PRRl will be better able to act as a back-up to the entire public library system. The PRRL should be able to handle the local public libraries' requests in a more thorough and timely manner. The Library's Collections have also never been promoted to any great extent within the provincial system. All public libraries should be able to make requests for their patrons based on a better knowledge of what is in the provincial collections and what services the PRRL can provide.

The transfer will also allow interlibrary loans for items outside the system to be handled more quickly and more efficiently. Aside from a small amount of Newfoundland Collection desk duty the ILL Technician will be able to devote her time to ILL. Further streamlining of procedures coupled with a more uninterrupted work flow should improve the ILL service for all local libraries and the St. John's libraries. We also hope to expand the ILL Service to include general adult fiction.

Deeper financial cutbacks than had previously been felt were experienced in 1991-92. At the beginning of the year one of the half-time Clerk I's was laid off and the Library Technician I position for Newfoundland newspaper indexing was

again frozen. Leave without pay for the librarians, periodical cutbacks and other items outlined in last year's Annual Report all took place as planned. The cutbacks forced the Library to close on Monday evenings in the spring and summer and to close entirely on Mondays as of September.

The Newfoundland Collection will experience several changes as a result of the Reference Transfer. The Newfoundland Collection librarian developed a new floor plan for the public area which will see an improved microfilm viewing area and more efficient access to vertical files and microfilm by the staff. With the St. John's Reference Department serving the needs of high school students, it is expected that the Newfoundland Collection will be able to concentrate on patrons requiring more indepth research.

In 1991-92 considerable progress was made with reorganizing collection storage areas in the vault and in the Newfoundland Periodical Room. In other developments acid free file folders are now used for all new catalogued files; a draft Disaster Manual was prepared by the Newfoundland Collection Librarian, as part of his involvement with the Newfoundland Conservation Association; and the Collection participated in an archival need assessment survey, sponsored by the provincial and federal councils of Archives.

The final stage of the transfer of original bound newspapers from the Provincial Archives of Newfoundland and Labrador to the Provincial Reference and Resource Library occurred in the summer of 1991. The transfer included the first two volumes of the province's two oldest newspapers. The Library also assumed administration of the provincial Newspapers and Books Act and contacted daily and weekly newspapers concerning registration of their papers and providing signed copies. The Library's collection of second copies of newspapers was completely reorganized and is now much more accessible for retrieval.

The Provincial Reference and Resource Library applied for and received a $2,000 Arrangement and Description Backlog Reduction Grant in 1991 from the Newfoundland and Labrador Council of Archives. The Library was able to have the work completed under the Travelling Archivist Programme sponsored by the Association of Newfoundland Labrador Archivists. This programme provides matching funds for the Library's grant. Clara Rutherford, Travelling Archivist, completed the work during October and November 1991. The funds were used to organize the Henry J. Stabb/Charles MacKenzie Harvey Collection which had been donated to the Provincial Reference and Resource Library in the late 1970's. The collection, which consists of approximately 100 business journals and

related books and one meter of files, was housed in various locations in the library in tin trucks, cardboard boxes and on open shelves. The Project provided a printed finding aid to the Collection. The Library has applied for another Backlog Grant.

The Library continued its involvement with the Paper Heritage Group's conservation and microfilming activities. The Newfoundland Collection Librarian arranged for the conservation staff to encapsulate 98 maps and to place 111 rare books in acid-free phase boxes. The Paper Conservator and the Microfilm Technician produced a Microfilm Standards Review Report which called for immediate and long term measures to bring the Group's microfilming, past and present, up to preservation microfilm standards. Under preservation funding provided by the Canadian and Newfoundland and Labrador Councils of Archives microfilm inspection equipment necessary to begin preservation measures was purchased. Filming of the Daily News up to when it ceased publication in 1984 was completed this year. Also completed this year were several shorter runs of 19th century newspapers, the Western Star from 1900 to 1930 and the Northern Pen (St. Anthony) 1980 to 1989.

This was a year of considerable activity for the Interlibrary Loans Division. The ILL Librarian and ILL Technician have made significant strides in automating ILL procedures, particularly for loans outside the system. Communication software was combined with envoy and WordPerfect on an IBM PC to allow for processing "outside the system" loans on the micro and thereby tremendously reducing paperwork. These developments have been particularly effective because of the ILL Technician's move to the First Floor in September, 1991. Being based outside of the public area has made for a more efficient work flow.

In other ILL developments the ILL Librarian coordinated a meeting of the Regional ILL Technicians which proved beneficial to everyone. The Librarian introduced an envoy format for the Technicians which makes it easier for Provincial Reference to send the requests through the National Library's envoy system. A procedure manual for ILLs outside the system is being developed. The statistics for ILL use indicate that the regional resource libraries are handling an increasing number of the ordinary subject requests. Also evident is an increase in the use of the Last Copy Fiction Collection and a continuation of the rise in the number of requests received from libraries outside the system.

The Reference Library provided periodical bibliographies to all PPLS libraries on Aging, the Death of the Soviet Union and

the Canadian Constitution. In other provincial activity the Head of General Reference represented the Library on the Standards Committee and participated on the Board's Literacy Committee. A result of the latter will be a collection of literacy resource books for teachers and coordinators of literacy programs to be housed in the Reference Library. The ILL Librarian and Head Librarian were members of the Local Librarians Manual Review Committee, with particular responsibility for the ILL Chapter. The Newfoundland Collection Librarian began work on a pilot project with the Central Region Librarian to develop vertical files in selected Central Region local libraries.

With the closing of the Library for most of the year on one of the Library's busiest days the number of questions declined by 6%. The Library often experienced extra busy Tuesdays as a result of the Monday closing. Beginning in September General Reference Staff served on the Main Reference Desk for particular times and spent the remainder of the time in a non-public area created at the back of the Library. Two in-house Library Use Surveys were conducted during the year.

The Library added a larger number of books in 1991-92 than the previous year mainly due to an increase in the number of titles transferred from other regions. The capital grant of $8,000 was a significant help with reference sets and individual reference books. The Head of General Reference received a large influx of books from within the system for the Last Copy Fiction Collection and was able to have over 900 titles received in previous years catalogued. Considerable weeding of the General Reference Collection continued and the recon of the older volumes made significant progress.

The Provincial Reference and Resource Library was involved to a limited extent in the planning of the first stage of the integrated automation system. A terminal has been installed on the first floor for staff use with several more planned for Stage 2 as well as OPACs for the Newfoundland Collection, microcomputers for interlibrary loans and access to the acquisition module.

All staff attended the annual Staff Workshop in September while several staff have gone to Public Service Commission courses. Anne Lawson, Derek Bussey, Gail Malone and Charles Cameron attended the Atlantic Provinces Library Association Conference in Corner Brook, in May and Deirdre Tiffany the Canadian Library Association Conference in Montreal. Derek Bussey served as President of the Newfoundland Conservation Association and as a member of the Newfoundland Library Association Library Week Committee during 1991-92. Charles

Cameron served as Vice-chairman of the Newfoundland and Labrador Council of Archives. There were no staff changes during 1991-92.

The Reference Library can look forward to the challenge of a changing role and the advent of CD-ROM technology and Dynix in 1992-93, all tempered by financial restraint.

PROVINCIAL REFERENCE AND RESOURCE LIBRARY - STATISTICAL REPORT

		1991-92	1990-91
1.	Reference Questions From All Sources		
	Newfoundland	6,894	7,737
	General	11,870	12,665
	Total:	18,764	20,402
2.	Material Used in Library		
	A. Newfoundland periodicals, newspapers, books, pamphlets, etc.	25,114	26,675
	Newfoundland Microfilm	4,243	3,656
	Total Newfoundland Materials	29,357	30,331
	B. General periodicals and newspapers (from basement and vertical file)	13,479	18,582
	General Microfilm/Microfiche	77	122
	Total:	13,889	18,704
3.	Interlibrary Loans (i.e. made outside the Prov. Public Libraries Service)		
	Materials requested by Library	824	949
	Materials requested from Library	643	561
4.	Loans within the Prov. Public Libraries Service		
	Number of Requests Received	2,965	3,242
	Number of Books, etc., Sent	4,369	5,306
5.	Materials Circulated Directly		
	Newfoundland	119	135
	General	645	752
	Multilingual	3,469	4,051
	Total:	4,233	4,938
6.	Class/Group Visits	19-672	22 712
7.	Visits to the Library (Library as a whole)	30,050*	39,100
8.	In-Library Material Use	77,775*	128,000

*One of the two surveys was conducted during bad weather

TECHNICAL SERVICES

The past year, 1991-92, proved to be a busy and successful one for this Department. The number of library materials processed increased again this year, even with staff shortages and significant staff changes. With the announcement of automation plans at the end of last year, much time and effort was devoted to preparing for a local automated system.

The Technical Services Department handles the ordering, cataloging, and processing of library materials for the province. Books and videocassettes are cataloged through Utlas, a bibliographic utility in Toronto, and are listed in the COM (microfiche) catalogue. Books cataloged prior to 1981 are added to the COM on a regular basis.

Plans for automation began early in the new year. The Head of Technical Services served on the Committee overseeing the evaluation, selection, and eventual implementation of the automated system. Three vendors responded to the Provincial Public Libraries Board's request for proposals, and the top two vendors visited the library for a demonstration. After conducting several reference checks and visiting one library installation, the decision was made in June to go with the Dynix system. A contract with Dynix was signed on October 17, 1991.

Following a one-day orientation workshop at Dynix headquarters in November, the months of December and January were devoted to completing preinstallation planning forms to send to Dynix to help them set up our local system. The computer equipment was installed and tested at the end of February and training sessions by Dynix personnel were held from February 24 to March 3. All cataloging staff attended these training sessions.

During March, the Utlas tape was loaded, the database tested and verified, and the collection codes, location codes, and other information from the preinstallation planning forms were entered into the Dynix system. We hope to begin cataloging on the system after the supplementary Utlas tape is loaded in mid-April. CD-ROM workstations for use with Utlas CD-CATSS and CATSS will be set up for cataloging purposes.

At the end of 1991-92, there were approximately 158,000 titles in the COM catalog. We continued to add pre 1981 titles from the Provincial Reference and St. John's libraries; over 5,000 of these titles were entered into the database. The catalog transfer of books from Provincial Reference to St. John's was completed in February with approximately 3,100 transfer being

made in the COM catalog.

The Literacy Collection continued to grow with 188 titles or 1,244 volumes added to the provincial holdings.

Utlas provided 154 copies of the annual COM catalog and the five bi-monthly supplements, in addition to 312 shelf list cards for titles in the Newfoundland Reference Collection. The final COM catalog from Utlas was dated February 7, 1992. The next catalog will be produced through the Dynix system. A decision on the type and format of catalog will be made early in the new year. Shelf list cards for the Newfoundland Reference Collection will also be generated through Dynix.

In preparation for automation, all policies and procedures relating to cataloging and processing were reviewed and updated. Several work areas had to be rearranged and rewired to accommodate the addition of computer terminals and other equipment. New furniture was purchased. All department staff were very cooperative and helpful during this time; thanks also go to Robert Foley and Ed Tucker who helped move furniture and shelving. Renovations to the first floor washrooms began in March and are continuing.

In December, we started ordering books from Word Play Bookstore on a trial basis. Only three orders were placed before all ordering was stopped for the year. We will evaluate this service more fully in the new year. Meanwhile, the Standing Order for best selling fiction authors with W.H. Smith Bookstore is not working as well as it did initially. This service will also be reevaluated in the new year.

There were significant staff changes during the year. The reduction in our salaries budget meant that one Computer Terminal Operator position remained vacant for six and one-half months. This occurred when Ruby Williams was temporarily assigned to Provincial Administration from March 19 to October 4, 1991. John Griffin resigned his position in Processing on October 1 and was replaced by Debbie Maynard. Glenda Kendall began a year's leave of absence in January and was replaced by Sharon MacDonald. Sharon's position was filled by Ruby Williams and Ruby's position remains vacant at present. Audrey Templeman received training in the Library Technician I position; Roma Guy trained in the Library Technician IV position. Audrey and Bride Power represented the Department on the Workshop Committee. The workshop, which was held on September 13, was attended by all staff. Brenda Parmenter attended the APLA Conference in Corner Brook.

The Department Head also served on the Microcomputer Committee

which was set up to help keep staff informed of new developments in automation. We submit a regular column to Library Footnotes and are in the process of drawing up standards for automation in the provincial public library system.

In conclusion, I would like to thank the staff for making 1991-92 so successful. With the installation of Dynix, we are looking forward to a year full of challenges and changes; a year in which we hope to see improved access to the holdings of the Provincial Public Libraries Service by all library users.

TECHNICAL SERVICES STATISTICS 1991-92

NUMBER OF VOLUMES PROCESSED

Region or Department	1991-92	1990-91
Avalon Region	4,803	5,385
Bonavista-Burin Region	3,785	4,869
Central Region	7,193	5,847
Gander Region	6,375	4,658
Labrador-Northern Region	5,046	6,026
Reference and Resource Library	3,397	3,119
St. John's	7,762	5,355
Western Region	8,897	9,571
TOTAL	**47,258**	**44,830**

NUMBER OF TITLES

Non-Fiction	9,370	10,379
Fiction	6,027	4,997
TOTAL	**15,397**	**15,376**
Non-Fiction Adds	4,794	4,639
Fiction Adds	4,096	4,331
TOTAL	**8,890**	**8,970**

DISCARDS FROM COM

Region or Department	1991-92	1990-91
Avalon Region	236	8
Bonavista-Burin Region	215	77
Central Region	885	318
Gander Region	850	175
Labrador Northern Region	720	289
Reference and Resource Library	431	383
St. John's	1,736	1,873
Western Region	726	824
TOTAL	**5,796**	**3,947**

DISCARDS FROM OFFICIAL CATALOG

Region or Department	1991-92	1990-91
Avalon Region	--	--
Bonavista-Burin Region	--	--
Central Region	125	37
Gander Region	--	1
Labrador-Northern Region	38	--
Reference and Resource Library	870	3,066
St. John's	361	1,322
Western Region	--	12
TOTAL	**1,394**	**4,438**

LOCATION CHANGES

Region or Department	1991-92	1990-91
Avalon Region	16	23
Bonavista-Burin Region	104	102
Central Region	228	26
Gander Region	253	45
Labrador Northern Region	614	388
Reference and Resource Library	3,186*	599*
St. John's	398	468
Western Region	370	1,085
TOTAL	**5,169**	**2,736**

*Titles transferred from PRRL to St. John's

RECON

	1991-92	1990-91
Reference and Resource Library	1,141	3,934
Other	3,864	1,684
TOTAL	**5,005**	**5,618**

MISCELLANEOUS

	1991-92	1990-91
Reference Fiction (Last Copy)	910	737
Cataloging-By-Mail	999	1,522
Churchill Falls School Library	146	239
Videocassettes	89	105
Uncataloged/Unprocessed	1,381	2,580
Reprocessed	716	977
Literacy Books	1,244	286

UTLAS DATABASE SEARCHING

	In DATABASE	NOT IN DATABASE
Non-Fiction	94%	6%
Fiction	94%	6%

REGIONAL REPORTS

There are six regions in the province serving one hundred (100) libraries, excluding St. John's. The number of libraries in each region varies from twenty-two to nine.

AVALON REGION

1991-92 saw a further increase in library usage within the Avalon Region but signs of stress and overwork were also evident in the local libraries. The demands upon their limited time and resources continue to grow and all should recognize the local librarians' dedication to serving their patrons throughout the year. Some highlights of the past year include:-

- Registered borrowers in Avalon libraries increased by 5.9% to 26,759. This figure is 31.4% of the population directly served by these libraries.

- Circulation increased by 7.6% over the previous year to 347,070 loans.

- Avalon libraries offered 705 public programs (story hours, author readings, etc.) which were attended by 9,334 people in 1991-92.

- Class visits to these libraries increased by a third to 433 visits. A total of 9,244 students participated in these visits.

- Trepassey's spacious, new library was opened in February 1992. The culmination of much hard work by the local library board, it replaces the old library located in a former convenience store.

The changes in the circulation figures of individual libraries are enlightening. Conception Bay South and Mount Pearl - the region's two largest libraries - had circulation increases of 2.2% and 2.8%, respectively in 1991-92. Clearly not a large increase but these figures also mean that Conception Bay South is circulating 25.3 books per hour open and Mount Pearl is circulating 19.8 books per hour. At first glance the Bay Robert's library's circulation dropped from 20,380 in 1990-91 to 17,846 in 1991-92. However, in 1990-91 the Bay Robert's town council paid for an extra eight hours of staff time per week so the library was open 30 hours weekly. These additional hours ended in May 1991 and, consequently, the

library was open for only the 22 hours weekly paid by the Provincial Board. The librarian, in fact, was even busier in 1991-92 than in the previous year, circulating 16.2 books per hour open (1991-92) compared to 13.6 books per hour (1990-91). Reduced hours will reduce overall circulation but not necessarily lighten the librarian's workload.

These three libraries plus others like Bell Island, Carbonear and St. Bride's are examples of libraries serving their communities well year after year. Other libraries showed improvements in 1991-92 due to increased community usage and, in two instances, to improved facilities. The Brigus library's circulation is again remarkable, an increase of 68% over 1990-91. Its patrons come from the area between Clarke's Beach to Georgetown. In trying to respond to this demand the librarian is in her library for many, many more hours than the 11 hours per week she is paid for. While she does it out of a sense of"service", I am concerned that, eventually, we will lose an excellent librarian due to stress and burnout.

Fox Harbour is the happy instance of a community recognizing that the library is an important local service. This interest was obvious in January when an open library board meeting filled the library to overflowing. Circulation in 1990-92 was 6,406, in 1991-92 it bounded to 1,474. Fox Harbour is only open 10 hours per week. Whitbourne for many years was located in a commercial mall outside the town for the lack of any better alternative. In December 1990 it moved to the town's old council building. In 1991-92 the new, larger library has seen an increase in circulations, in-library material usage, registered borrowers and a start in library programming. The opening of Trepassey's new purpose-built library in February was largely due to the determination and ingenuity of that community's library board - and especially its chairperson. The community's immediate support was clear: circulation figures in February and March were double any other month's statistics in 1991-92.

These levels of library service were made possible through the hard work of local librarians. But there is a limit on how much these individuals can or should be asked to do in their limited schedules. If increased usage of our libraries by the public is our goal, then the number of library hours per week should be increased across the region. The more hours any given library is open the more accessible it is to its community. What is surprising over the past decade is not the lack of significant growth in the public libraries' use statistics but, rather, their continuing attraction in the face of a growing array of alternatives available in most, if not all, communities.

In addition to the general services already described, Avalon libraries also participated in a number of special events. During National Book Festival (April 20-27) two Newfoundland authors gave public readings. Mount Pearl hosted Kevin Major and over 70 teenagers and adults thoroughly enjoyed his presentation. Holyrood hosted an author with a local connection, Agnes Richard, whose talk on writing Threads of Gold (a history of the Women's Institute) was warmly received by the 40 who were there. Concurrent with National Book Festival was Newfoundland Library Week in which alL libraries participated in one manner or another. Four libraries applied for a reading by Ian Wallace as part of Children's Book Week (November 2-9). Holyrood's application was chosen and more than a hundred children were squashed together uncomplaining on the library's floor for a wonderful hour with him.

Children's Book Week was only just over when planning for 1992's National Book Festival began. No less than seven Avalon libraries indicated an interest in hosting a public reading. Five applications were made in November and the Canada Council approved funding for all in February. The year end saw promotional flyers and p.s.a.'s being prepared for John Cardoulis (Placentia), Canon George Earle (Harbour Grace), Helen Porter (Mount Pearl), Mary Dalton (Holyrood) and children's storyteller Katherine Grier (Torbay).

All Avalon libraries were also involved in Canadian Citizenship Week (April 14-20) and Freedom to Read Week (February 24-march 2). In November "Canada Day Poster Challenge" kits were received from the Dept. of the Secretary of State and distributed among twelve libraries.

As in the previous two years, Avalon libraries applied to the Canadian Federation of University Women for a Reading Stimulation Grant. The regional office assisted eight library boards in preparing their applications in early 1992. None, unfortunately, were selected: the grant winners were libraries in the Yukon and the Northwest Territories.

There were changes in both library staff and library boards in 1991-92. Carbonear's Sophie Colbourne resigned in February to take a position with the Eastern Community College. She was replaced by Brenda Peach in March.

Albert Pellegrinetti became Torbay's new library board chairperson in October while Linda Braine, Bay Robert's board chairperson resigned in January. She was replaced by the vice-chairperson Linda Spencer. Mr. E.L. Janes also resigned from the Harbour Grace board after 30 years of service-including 18 as chairperson.

Three board members or former board members passed away last year. Mr. Bill Parsons of Harbour Grace died in May 1991; Canon Thomas Smith of Bay Roberts died in November and Rev. F.W. (Fred) Rowsell, the Upper Island Cover library board's first chairperson 25 years ago, died on April 5, 1992.

Municipal amalgamation in the north-east Avalon saw the Town of Goulds incorporated into the City of St. John's. On March 31 the Goulds library closed its doors as part of the Avalon Region to open on April 1 as a branch of St. John's Libraries. The planning leading up to the transfer began in November and involved the two library boards and the Provincial Board as well as staff. Goulds' representative will be missed at regional board meetings.

That so much was accomplished in 1991-92 is a tribute to the hard work of the local librarians and their library boards. But they were not unassisted in their efforts. Ten Avalon libraries are located in town council buildings while two more - Holyrood and Mount Pearl - are in library buildings owned by the municipality. In Conception Bay South, Goulds and Brigus the two councils contributed financially to extend these libraries hours of service. The Bay Robert's town council did repairs and maintenance throughout the year on that community's public library. All of these very tangible measures of community support are much appreciated. The Avalon libraries would not be able to operate as they do without it.

Finally, the regional office staff again provided their often unseen but vital support to the region's libraries and the regional librarian.

BONAVISTA-BURIN REGION

This report was prepared by the new regional librarian Derek Bussey, who replaced Margaret Ann Fowler who died suddenly in March. Because of my lack of direct involvement with this past year's activities I shall base my report upon statistical data, written records and oral reports from regional staff and local librarians.

In 1991-92 the total registration, including books-by-mail, rose by 9%, or 1,117 new borrowers, to 13,524. This represents 34.5% of the population living within a ten mile radius of the libraries. This last figure is somewhat misleading since two of the libraries, Clarenville with 108.5% and Southern Harbour with 77.6% show exceptionally high percentages. If these two are not counted, the average [illegible]

the other nine libraries is 23% of the population served. Nine libraries and the books-by-mail service had an increase in the number of registered borrowers. The range of increase ran from 2% for Marystown to 18% for Clarenville, with the average being 7%. Only two libraries, Fortune and St. Lawrence, had a 4% and 6% decline in the number of borrowers. Excluding books-by-mail patrons, adult registration increased by 10.3%, or 900 borrowers, to 3,848. The number of books-by-mail borrowers increased from 29 to 31.

Two surveys conducted during the year allowed us to estimate the number of materials used in the libraries at 404,650, and the number of people visiting the libraries throughout the year at 95,100. This represents a 14% drop in the number of materials used and a 9% decrease in the number of visits. This decline in the estimates can partially be explained by the fact that during the survey week in February most of the libraries were forced to close for a day because of a storm. This obviously reduced the statistics recorded for that week. The weather conditions may also have had an effect on the number of visitors to the library, and thus the number of materials used, during the rest of that survey week.

The total circulation of library materials during 1991-92 declined by 6%, to 187,530. The books-by-mail service and six libraries, Arnold's Cove, Bonavista, Burin, Catalina, Garnish and St. Lawrence, had an average 5.3% increase in circulation, whereas five libraries, Clarenville, Fortune, Grand Bank, Marystown and Southern Harbour, had an average 9.2% decrease in the number of items borrowed.

The interlibrary loan service continued to be well used this year. A total of 2,771 subject and microfiche requests were processed in the region for an increase of 17% over the previous year. Of these requests, 2,347 were filled, for a success rate of 85%. The number of requests for books listed on the microfiche increased by 44% from 1,074 to 1,548. Eight libraries showed an increase in the number of books borrowed, while three showed a decline. The number of books loaned by the region's libraries increased by 16% from 1,101 to 1,276. Four libraries showed an increase in loans while seven registered a decline. The number of requests sent to the regional headquarters increased by 24% from 520 to 646. Of these, 246 or 38% were received from libraries, 114 or 18% were from teachers, 81 or 12% were filled using the exchange collection and 205 or 32% were passed on to the provincial Reference and Resource Library. Requests received from libraries increased by 60% this year, partly because of the increased demand for vertical file material by the Lamaline volunteer library. The other categories of requests received

at the regional headquarters grew by approximately 9%.

The local librarians were busy again this year conducting special programs and school visits. A total of 62 programs attracted 1,746 people to the region's libraries in 1991-92, compared to 88 programs attended by 1,864 during the previous year. While this represents a 30% decrease in the number of programs and a 6% drop in attendance, many of the programs offered this year were especially innovative and well attended, especially the April 24th Book Scoff at Bonavista and the Halloween program at Fortune. Book Scoffs were also held at Catalina, Garnish, Grand Bank, St. Lawrence and Southern Harbour, and special programs were held to celebrate Bonavista Day and Come Home Year in Grand Bank. Local author Robert Parsons attended the Grand Bank Library Book Scoff where he read an excerpt from one of his published works and donated a copy of his latest book to the library. A total of 2,436 students in 167 classes visited the region's libraries during the past year. This represents an increase of 5% in attendance and 4% in the number of class visits.

As far as new books are concerned only 3,154 were purchased for the region's libraries this year compared to 4,136 last year. This represents a 24% decline in the annual growth of the library bookstock, which grew by 3% to 102,660 books. The total bookstock, including the exchange collection grew by only 3,768 books in 1991-92, compared to 4,859 in 1990-91. This represents a 22% decline in annual growth. Fewer materials were acquired in the categories of hardcover adult fiction (-51%), hardcover juvenile fiction (-91%), adult and juvenile paperback fiction (-83%), X books (-70%) and music cassettes (-100%). However, as was planned, more adult non-fiction (+115%) and juvenile non-fiction (+143%) was purchased during the year. The number of exchange books purchased in 1991-92 was 614, or 15% less than last year's growth.

The libraries in the region continued to receive exchanges of 200 books each, three times a year. These exchanges included adult fiction, adult non-fiction, juvenile fiction, juvenile non-fiction, biographies, large print books, music cassettes and X books. Exchanges of 250 books each were also deposited with the volunteer libraries at Trinity and Lamaline. The regional headquarters continued to operate its books-by-mail service to former bookmobile patrons. This year it supplied 1,177 paperbacks to 31 patrons.

With regard to staff changes, the Catalina Librarian June Lodge retired in March and was replaced by Kimberley Johnson. Both Mrs. Lodge and Marystown Librarian Josephine Kelly, who retires this August, were honoured by the Provincial Boar

the Testimonial Dinner on March 19, 1992. With regard to staff training and development, a Literacy Workshop, conducted by Janet Goosney, was held in Clarenville on April 6, 1991.

In the area of improvements to the physical condition of the region's libraries, this has been a very productive year. The interior of the Clarenville Library and regional headquarters was painted, the library carpets were cleaned and maintenance was carried out on the roof and exterior of the building. At the Bonavista Library two new door were installed, a new carpet was laid and electrical repairs were made. At the Grand Bank Library a new roof was installed, the gyproc was repaired, the windows were painted and new storage rooms were prepared for use. The Marystown Library installed a new outdoor sign.

With regard to new furniture and equipment the Arnold's Cove Library acquired shelving, the Garnish Library purchased periodical racks, the St. Lawrence Library installed a children's listening center, the Catalina Library purchased a television and the Clarenville Library acquired shelving, a craft table for the children and a computer system for its automated circulation program. This program, which was developed by Eastern Computer Systems of Clarenville, now has 12,000 books and 3,500 patrons in its database and is capable of generating overdue notices and statistical reports in conjunction with its basic circulation functions.

At the Regional Board level, the library operated by the Greater Lamaline Development Association was granted volunteer library status, the Regional Librarian was asked to assume more responsibility for the coordination of activities at the Regional Resource Library, and a booksale was held in the regional office storage room during the week of April 22-26, 1991. The proceeds from this sale, $300.00, were used to purchase literacy materials for the Clarenville Library.

This year the region's budget was reduced by $8,298, or 2% to $358,221. Cuts were made to local library operating grants (-19%), non-print materials (-100%), binding and repairs (-100%), telephone (-18%), Envoy (-20%), board travel (-14%), Staff travel (-22%) and office ad library supplies (-12%).

Looking ahead to 1992-93 the budget situation does not look encouraging. With most of our budget items already trimmed to the bone, the only possible area for future cuts will be library materials; namely, books and periodicals. Should these be cut we will be fortunate to maintain our current levels of registration, circulation and in-library use.

CENTRAL REGION

Last year's Annual Report mentioned that there was to be an overall decrease in our budget for the fiscal year 1991-92. A half-time position at Regional Headquarters was frozen, operating grants to the local libraries were cut by 25%, $1,625 were taken from periodicals and a further $1,500 from miscellaneous areas. Our operating budget for 1990-91 was $670,170.00, exclusive of Books-by-Mail. In the summer of 1990, the Region took control of the Books-by-Mail programme and continued to serve communities in the Central and Labrador-Northern Regions for the remainder of the year. Beginning in April, 1991, we served only the communities in Central Region with books by mail and the Labrador-Northern Region looked after its communities. In 1991-92, the Region was given an extra $10,000 to buy books for this programme and our books budget increased from $94,200.00 to $104,200.00. Our total budget for 1991-92 was $678,538.00 and we added the responsibility of books-by-mail to the Region. Thus, our operating budget for 1991-92 was overspent by 4.3% as compared to .3% the previous year. In addition, a half-time position was transferred from this Region to the Labrador-Northern Region so that Region could deal with Books-by-Mail there.

For 1991-92, we were given a capital grant of $7,000. This was used mostly for a few repairs around the Region and two main expenditures of a carpet for Robert's Arm Public Library and a computer for the Central Region Office. Because we had no major capital requirement during the year, this money enabled us to meet our capital needs. However, in September, 1991, the Botwood Public Library Board presented to the Region a proposal for new library premises in the town and the Provincial Board has promised them $80,000 towards the purchase of new premises. This amount is to be given over a four year period-provided that funding is received from the Provincial Government.

Previous Annual Reports have mentioned our aims and the services we provide. The overall aim or mission statement is to provide for the informational, recreational and cultural needs of the public by ensuring that library materials, information and programmes are available to individuals in the Region. These materials/information/programmes are provided through our 19 local libraries and the Regional Office itself provides materials through the Books-by-Mail programme and information to those same people through our interlibrary loan programme. Our statistics are a quantitative measurement of those services.

In 1991-92, Central Region [illegible]

adult books, 2,580 juvenile books and 1,365 children's books. We also purchased 1,132 uncatalogued books. As was the case last year, our special capital grant of $11,700 for reference material went mostly for the purchase of adult reference books to a total of perhaps a little more than 400. Of our purchase of 1,132 uncatalogued books, about 210 were adult, 402 juvenile and 520 children's. So, the total number of books bought with our regular book budget would be 2,919 adult books, 2,982 juvenile books and 1,885 children's books-37.5%, 38.3% and 24.2%, respectively. This is still a bit low on children's books from what had been anticipated at the beginning of the year and from the Five-year Plan 1990-1995.

Circulation and interlibrary loan statistics show increases over 1990-91. Circulation in the 19 libraries was up from 256,128 to 269,311, an increase of over 5%. Thirteen of the 19 libraries had increases in circulation, led by Grand Falls, which had an increase of over 7,000, and Gaultois, which doubled its circulation. Books-by-Mail circulation was 14,908; our number for 1990-91 was 38,130 but this included circulation for communities in the Labrador-Northern Region. Budget cutbacks meant that we were not able to buy as many books for this programme as we had bought in previous years. In addition, we no longer had a printed catalogue and so the publicity about what we had was not so great. Our interlibrary loan statistics show that the 19 libraries and the Regional Office were successful in borrowing 3,166 items and lending 2,343; the corresponding numbers for 1990-91 were 2,949 and 2,152. It is encouraging to see that all libraries are making use of this programme.

Statistics kept throughout the year show that a total of 630 programmes were offered by the 19 libraries and those 630 programmes had 7,796 persons attending them; the corresponding figures for the previous year are 579 and 6,206. School students continue to make greater use of the public libraries both as individuals and as classes. In the past year there were 617 class visits and in those visits were 10,361 students. Our 19 libraries and the Regional Office had 24,117 reference queries during the year. All the statistics mentioned in this paragraph and the previous one show that there was an overall increase in activity in the 19 libraries in this Region at a time when funding is becoming reduced. In 1991-92, there was no funding to provide substitutes when local librarians were on any kind of leave. The previous year there was no funding for substitutes when local librarians ere on annual leave, but funds were provided for other leave. During the past year, some libraries had to close when the librarian took annual leave but here were many volunteers who substituted or raised funds for leave purposes; without them,

the year would have been much more difficult.

Individual library visits and in-library use of materials are two other measuri :g statistics for our activities during the year. Unfortunately, those statistics are not kept every day but totals are projected from two weekly surveys throughout the year. During the past year, there were 152,000 visits to our 19 libraries and our annual in-library use of materials was 720,620; corresponding figures for 1990-91 were 182,600 and 696,000. These figures are more unreliable than the earlier mentioned ones, yet they do serve as some indication of the volume of our activity.

Our budget for 1991-92 showed us from the beginning that it was going to be a very difficult year, yet many of the statistics given above show success. Funding for the Books-by-Mail programme was drastically cut and we lost the equivalent of one full position in the Region. One very visible result of this was a reduced service to the communities with no libraries. A second result was a lack of time to try to meet some our objectives as outlined in the Five-year Plan 1990-95; examples would be the regular rotation of books from our rotating stock and the institution of story hours in some libraries which do not have them now. I did not carry out a regular evaluation of personnel as is required. At the Regional Office we appeared to be too busy responding to the concerns of local libraries to try to do anything in an organized systematic way. Many of my real tasks, as a Regional Librarian, were done after hours because of this and because of the fact that there was no one else to do some of the things left in that one position which was frozen during the year.

Again, as in 1990-91, there were no librarian workshops but again also, librarians throughout the Region continued to take courses on the Library Certificate Programme. All librarians in the Region are being encouraged to take those courses and they and the Region have profited from them. In May, 1991, Marie Lannon at Bishop's Falls retired and was replaced by Cora Stanley, who in turn was replaced by Theresa Lyver. At Gaultois, Gertie Howse resigned and was replaced by Phyllis Harris. At St. Alban's, Joan Sutton resigned and was replaced by Sylvia Griffiths. Here at the Regional Office, as already alluded to, Elizabeth John was laid-off as library clerk in April, 1991, and Jacinta Smith's position of clerk typist was reduced to a half-time position. As already mentioned, this caused us a number of problems which were not always visible and created a great deal of strain for the remaining people who tried to maintain our services; we were not totally successful.

We could not list all the achievements or even the individual setbacks of the past year. However, it should be stressed again that many local boards made great efforts to see that library service was not reduced. The efforts of local boards and librarians at Baie Verte, Botwood and St. Alban's are especially to be commended. Canada Day celebrations were held at Grand Falls and at King's Point and there were additional special activities at those places and others throughout the year. In April, 1991, (during National Book Festival Week), Gary Saunders, a Newfoundland writer living in Nova Scotia, visited libraries at Botwood and Grand Falls and spoke about his writings.

A number of developments began in 1991-92 and are to be continued into 1992-93. The situation at Botwood has already been mentioned. The local board there obtained funds with the help of the town council and the Provincial Public Libraries Board and will move into new more spacious premises in the early summer. The lease on the present building occupied by the Region expires June 10, 1992. The advertisement for tenders appeared in the local paper and in the Evening Telegram in February. As a result, we are moving as of July 1, 1992, to premises owned by Adams Brothers of Bishop's Falls and located at 11 Hardy Avenue.

A major development begun during the year was the beginning of the amalgamation of the local library boards in Grand Falls/Windsor. Since the amalgamation of the two towns in January, 1991, there has been an anticipated joining together of the two boards and this process was begun at the local level in November, 1991, when the Provincial Board asked me to arrange a joint meeting of the two boards. This joint meeting was arranged in February and a steering committee appointed to draw up guidelines. Those guidelines were forwarded to the Provincial Board in March, and that board approved them in principle. The date now set for the amalgamation of those two boards is September 30, 1992.

So, in looking forward to 1992-93, we anticipate at least three major changes. The Botwood library will move into new premises. The Regional Office will change its location and the two libraries in the town of Grand Falls/Windsor will be operated by one local board. Those changes, I believe, will be for the better. The new premises for Botwood will be larger. In our new space, the cost will be reduced since we will have only space required and we will not be responsible for maintenance in and around the building. Bringing the two local libraries in Grand Falls/Windsor under one local board could mean greater co-operation in service rather than a duplication of service.

The coming year will also bring difficulties. Our operating grants to local libraries are the same as this past year's. At that time, we requested an extra $1,000 emergency funding for the Buchans Library to help it meet its needs. We also conducted two of our regional meetings by teleconference (free of charge) and this freed another $1,200, also sent to Buchans. There is no reason to assume that we can obtain extra funding that way for this coming year. Other local boards, like King's Point and Harry's Harbour, may find it more difficult to operate. The position that had been lost at the Region has been reinstated but it will take some time to get back on course and, as mentioned last year, more and more of the responsibility for looking after the Region and its employees appears to be devolving to us.

It is hoped in 1992-93 to have a workshop in the Region for trustees and one for librarians. From the trustees' workshop in September, 1990, came a number of recommendations and included in those recommendations were two specifically related. They were: Encourage regional boards to include a session on fund raising at their regional trustee workshops, and encourage local boards to work more closely with municipalities to share operating costs. The local librarians in this Region are certainly in need of a workshop to help coordinate policies and procedures and to see that they are being followed throughout.

It is anticipated that the coming year will be a difficult one, and I would recommend that trustees follow the two recommendations in the previous paragraphs as far as their own local boards are concerned. Also, I would recommend that the trustees maintain their interest in the services offered and keep us (the employees) accountable. All this will go a long way to help maintain and improve our services.

GANDER REGION

I am pleased to present the Annual Report of the Gander Regional Library Board for the fiscal year 1991-92. The Gander Regional Library Board administers 18 public libraries providing services to over 30 incorporated communities.

Library Services

The Region experienced a slight growth in services this year, which in itself is commendable considering that many branches were closed for annual leave and casual sick leave days, had [illegible] hours of opening this year, yet our circulation

materials increased by 6%, and our reference queries increased by a marginal 1%. It is important to note that library programs, one of the most time-consuming duties, increased by 7%, for a total of 21 extra programs offered to an extra 478 people. This, to me, is an indication of the continued dedication of employees who plan such events and the trustees who assist in their implementation.

The valuable service of interlibrary loans decreased this year by 3%, which was to be expected since a moratorium was placed on them for July and August, when so many branches closed across the province.

Staff Development

Staff of the regional Library and Regional Resource Library attended the Atlantic Provincial Library Association Conference held in Corner Brook, May 28-30. Staff members filed a combined report.

I attended the Canadian Library Association Conference in Montreal, June 2-5. A separate report was submitted on that conference.

Local Library Staff continue to participate in the Library Certificate Program. Three staff completed Level I this year, bringing the number of graduates to a total of nine. This represents 37% staff enrolment.

Staff turnover for this past year involved only one change. Marion Foley of Fogo took a six-month leave of absence for maternity purposes. This temporary position was filled by Denise Dwyer.

Bookstock

The Region acquired 7,370 new volumes this year. Much concentration was placed on updating the children's collection of each branch. This was costly, as it meant duplicate replacement copies of classic titles and brand new titles. Approximately $23,900 worth of children's titles were ordered and received for this region-wide update.

Extensive weeding of children's titles was carried out to allow space for the new additions.

The collections of all branches have been under scrutiny for the past year. I have made recommendations to my board about such matters as:

- The cost of placing hardcopy titles in branches where only paperbacks circulate.
- The cost of providing a rotating exchange to a branch where it does not circulate, etc.

These are the factors that will influence the selection, purchase and placement of library materials in the months ahead, with the philosophy in mind that we can no longer afford to house books which do not circulate. Our Book Budget will not allow such waste.

The Region discarded 5,386 titles this past year. Again, some of these titles were donated to our volunteer library in Birchy Bay, some were given to a school in Francois (airlifted down by CFB Gander), and some were sold by the Resource Library Staff, for a total of $450. This money was in turn spent on literacy titles.

Visits to Libraries

Visits to local libraries totalled 62 this fiscal year. Meeting were held with boards in Change Islands, Wesleyville, Twillingate, Lumsden, Gander and Greenspond, to discuss matters of a local concern.

Library Facilities

No new buildings were acquired this year, nor was there any major renovations carried out on existing buildings. Lack of space is becoming critical in branches such as Gambo and Twillingate, where more floor and shelf space is desperately needed.

The Gander Library continued to be bothered by leaks and vandalism again this year. The Town Council maintenance staff assisted in dealing with both problems.

Future Trends/Conclusion

Our statistics show that despite the odds, our libraries are a growing concern in our communities. Library use is on the rise, and user demands are varied and high. It will be a challenge indeed, for staff and trustees both, to meet the changing information needs of our public, within our restrained budget, in the coming year.

I would like to thank all staff and board members for their assistance in the administration of the Gander Regional Library System.

LABRADOR-NORTHERN REGION

Looking over the past year from May month to May month - my first full year in this office - I think it has been a year of struggle and maintaining the status quo, but with some definite successes.

All our libraries have suffered from the lack of sick leave and annual leave coverage - especially our smaller libraries with less in local funds. There is also a clear need for more operating grant money that we have not been able to satisfy.

The book budget (library materials line) has been sorely affected by the freeze. What a dollar would buy in 1977 it now takes $3.50+ to buy, but our book budget has not increased significantly since that time (1985 for us). We will not receive a reference books purchase allotment of $10,000 this year, and that will hold us back in strengthening reference collections. Some major areas of purchase were: $10,000 for reference books, $4,500 for best sellers, $1,900 for rare books, $11,000 for exchange books (carrying us over into '92-93, $5,000 for Books-by-Mail.

Freezes in the book budget and salaries have contributed to a general dampening of the spirits, although work has gone on with a smile despite it all.

We are proud of the success of our efforts in the Books-by-Mail service and happy to see that funding will continue for our half-position in that area. The service is central to our region because of the distances between communities and scarcity of regular library service.

Fund-raising by local boards and local friends, though good in places, needs to increase over all. The bookscoffs have been successful and helped to show us how many friends we have - perhaps, we can help them to get organized.

The National Book Festival grant of $1,250 was a great help: Don Gales' tour, a success. Storytellers, professional and amateur, have helped to increase public awareness of our libraries' services. At least two exhibits, supported directly by us, have toured our libraries - "Shanadithit's Drawings," created by the Newfoundland Museum at our request, and "African Masks," created by Churchill Falls' art students and sent to Labrador City/Wabush by Anne Murphy, our Churchill Falls librarian.

Special Points

Operating Grants: Operating grants needed to be raised for four of our members. Because of the budget freeze they could not be raised sufficiently, but the Regional Board did move to add $500 to Cartwright's grant, as they have not been able to meet rising fuel costs. That increase was made within the allotment.

Circulation: The Region's circulation increased by 8%. Cartwright's increased by 70% over the previous year! That increase was due to better relations with the school, local librarian energy and a community survey. Happy Valley's (Melville) was down 29% while the Base Library's was up 21%. There could well be a relationship here because the Base spends heavily on bestsellers and gets them quickly, while Happy Valley has difficulty keeping up in that competition. Receiving bestsellers late is a common complaint and we are working on improving our record there - provincially as well as regionally.

Interlibrary Loans and Reference: Interlibrary loans increased, while reference queries decreased, over the past year. We are constantly working on making our local librarians more aware of these services, and we think we have been moderately successful. We are continuing the awareness campaign.

Books-by-Mail: We are pleased by our circulation of books by mail, and we are very happy that we received enough funding to continue this service which we think is an essential one for our region. We have received much interest from the media on this service and have gotten great advertising as a result. We produced a decent catalogue in-house - to save on publication costs - and we expect to do the same this year.

Book Deposit Libraries: We have book deposit service to Davis Inlet and Rigolet. Davis's little library has good circulation and public interest. Rigolet's is a school/public combination that is working out well. We considered extending this service to Paradise River - at their request - but we did not see the postage money in our budget. We will be sending Paradise some donations and advising them on using Books-by-Mail.

Davis Inlet's chief, Katy Rich, and their public library board chairperson, Kathleen Benuen, are very interested in including a public library/Innu resource center space in the new town that is being proposed to the Government. Also, I have spoken to the architect, Jacob Schiere, who is helping them with their planning, and he favors the inclusion of library space.

I am hopeful that these plans will mature, but it will all take time - and finally, government support.

This has been a year of ups and downs, but it has also shown our priorities. We need to show off our services to the public wherever we can and demonstrate to them what we can do for their communities and how much they would lose by not having our services available to them.

WESTERN REGION

It would be very tempting, after a year like this, to say there was nothing positive to report about the state of public libraries in Western Newfoundland, but it is not quite true.

In a year of cutbacks, too few new materials and reduced open hours, we have witnessed the transfer of Kindale Library to its new facility, good participation in the Provincial Public Libraries Board's first Annual Book Scoff, and a 9% increase in circulation, with increases in all but 7 branches. We have purchased our first computer, which has given the demoralized staff in the regional headquarters a much needed boost. We have hosted library visits by the 4 Winds Gypsy Troupe, a group from the Spectrum Cross Cultural Institute for Youth in New Hampshire and Ian Wallace during Children's Book Festival.

A successful APLA conference was held in Corner Brook last May and 15 staff from our local libraries were able to participate, giving them some perspective on broader library issues in the Atlantic Provinces. As treasurer and general factotum, I had little opportunity to partake of sessions, and was very glad to close the books in August and see one and half years of "volunteer" work come to a close.

I have continued my Book Talks on the CBC. This year, in addition to being on Radio Noon, they were rebroadcast on the morning show, reaching a broader audience. On the media front, I also took part in a Radio Noon Cross Talk on the subject of "Good Books", which was enjoyable and seemed to attract a lot of callers. They hope to repeat the idea. I was also pleased to have an opportunity to work on my storytelling skills at Ramea, Burgeo, Stephenville and Pasadena, which invited me back for a 3rd Winter Carnival Program. Someday, I hope to take advantage of my 86 accumulated Study Leave days to go somewhere where I can really devote myself full-time to this non-bureaucratic activity for a little while. I attended, at my own expense, a 4-day workshop at the Storytellers School of Toronto, which tied in with my vacation and then spent 2 days selecting

$20,000 worth of children's books at the McLean Hunter Warehouse in Toronto.

I was most grateful to the Provincial Board for finding money to reimburse both Lynne West and myself for the computer courses we took this spring. Giving up 6 hours a week after work for 3 months is not without cost. I'm sure Library Certificate graduates will concur.

I should be remiss if I did not say that cuts and threatened cuts to our region have produced a great deal of stress, increased workloads and lowered morale in both the regional office and the Corner Brook City Library, and, no doubt, throughout the region. For myself, I apologize for a definite increase in my "crabbiness" level this year, but 45 and 50 hour weeks have become the norm for me and I'm not as young and energetic as I once was, and my sense of humour is not always enough to carry me through any more.

Population and Registration

This year, we completed our second survey of registered borrowers. It showed that 89.2% of our patrons live within 7 miles of an existing branch. In 1983, the figure was about 95%. This may indicate that more people are willing to travel farther to use a library. As a result of this survey, I have changed the population figures on our Annual Report to reflect the extended service areas. The survey showed one major anomaly - 31.5% of people who use the Port au Port West library live nearer the Port au Port East library. We have no way of knowing whether or not they use both libraries. I did not count this population twice.

St. George's has just begun major re-registration, which accounts for the low figures they report.

Circulation and Other Library Use Statistics

The most dramatic changes in circulation are reported by Bay St. George South and Stephenville, whose monthly figures doubled upon the move into the new building.

In-library Use of Materials, not an especially reliable measure, has decreased slightly. Estimated Library Visits has increased.

The number of programs and program participants has decreased slightly. This might be connected to library closures during annual leave periods. Class visits are nearly unchanged although the number of students involved has increased by 20%.

No programing was offered at Cape St. George, Daniel's Harbour, Lourdes, Norris Point, Rocky Harbour, St. George's and Stephenville Crossing. Again, I would like to say that I think one of the most important things that should be going on in public libraries is for pre-school children to have a chance to listen to stories being read or told out loud. A great deal of money is being thrown at improving the literacy of adults, but I think that unless more attention is paid to pre-school preparation, we are simply wasting it.

Library Materials

The total number of new books added this year was 12,752, but only 8,647 of these were purchased from the Western Region budget. This is about the same as last year. The cost of expensive reference books on standing order has increased significantly and some titles will have to be cancelled in the new fiscal year.

Very few books were weeded or discarded this year. With one half position cut from Western Region, we advised all branches that we would not be able to process very much weeded stock this year. We did not hold a book sale.

Total bookstock stands at 219,700 for the region - 2.8 volumes per capita if you count the population living within 7 miles of libraries, 2.4 if you count the entire population of the region. This would be almost respectable, except that many of these books are very outdated, especially the reference books, and if there were money to replace them, they would be discarded.

Hours of Opening, Staff Workload, etc.

Our total open hours were 20,840 a reduction of 35 since the policy of no substitutes was introduced. Yet circulation is up 9% which means that workloads have increased. The average circulation per staff hour in 1989-90 was 11.2; in 1991-92 it increased to 12.1. At Stephenville it went from 8.9 to 11.1. Other significant increases were recorded. The distribution of open hours in the region is still disproportionate to populations served and library use. For example, Pasadena, which has the 2nd highest circulation per hour in a non-joint-service library has per capita hours well below the regional average. The very disproportionate allotment of hours at Cormack, Port au Port East, Cape St. George and Daniel's Harbour cannot be supported in terms of the use made of these branches. I will be calling upon the regional board to review existing hours with the goal of fairer distribution.

Financial Matters

Our operating budget was overspent by $4,150 which on a budget of $955,700 is less than 1/2 of 1%. Of much greater concern to me was the error which resulted in our being underspent on our capital budget by $2,300. This error could not be located, but it is depressing. There is also a discrepancy between our figures and those reported by the Business Office which is being investigated. The book sale and U.I.C. Rebate accounts now total $5,500. $6,000 has been committed to holding a regional workshop for staff in September 1992, with the additional funding to be raised from a book sale and, it is hoped, some other grants or donations.

Local boards spent $69,400 on costs that could be considered eligible for reimbursement under the Imprest System Guidelines. However, only $64,300 was actually reimbursed with the local board carrying the remaining deficit with locally raised funds. Janitorial stipends to librarians were eliminated in all cases except for Deer Lake, where they were cut by 50%. Janitor salaries at Stephenville and Port aux Basques were reduced by 50% and bank service charges were reimbursed only to a maximum of $50.

Automation

Automation of various regional office routines began almost as soon as the sessions at Fisher Tech, not always with the greatest efficiency, there being no "systems" person with whom we could consult. Many brains have been picked "gratis." I owe many favours. Many "memorable learning experiences" are accompanying this process, and many week-ends have been logged setting everything up. We are now set to produce regular circulation reports, cumulating bookstock totals, interlibrary loans reports and imprest system reports. Thank you for bearing with us through the lurching beginnings of these. I believe that this great investment of time and energy will bring all of us, including local library staff, some respite from error and adding machines in the coming years.

ST. JOHN'S LIBRARY SYSTEM

1991-92 was the second year of the Provincial Public Libraries Board's Five-year Plan 1990-1995. The year's developments have generally been consistent with the main objectives identified in the Plan.

Firstly, we wanted to increase use of the system. Our year end statistics show that from 1990-91 to 1991-92 registrations increased by 18%, print circulation by 5% and circulation of sound recordings by 40%.

Secondly, we wanted to make use of automation, and the change here has been remarkable. Largely through the finances of the St. John's Library Board, a contract was able to be signed this year with the DYNIX Company, which will allow for the provision of an integrated automated system for the provincial public libraries. On-line circulation is planned for the St. John's Libraries for the summer of 1992.

Finally, we wanted to assess the system's physical and human resource requirements. The following example indicates the precarious state we're in.

In 1991, one full-time position, occupying about 2% of our budget, was frozen. That 2% led to a 25% reduction in opening hours. Had the 2% reduction been applied to our materials accounts, 25% of our book budget would have been lost. Had it been applied to casual staffing funds, we would have had to close Saturdays, which would have left us open to the public four days per week.

Small changes that have enormous impact. This is a measure of how over-extended the system is.

The Gosling and Marjorie Mews Libraries are in impressive new facilities; some of our statistics look favourable. Yet all is on a highly unstable footing. Further cutbacks will make apparent just how close to collapse we are.

OTHER HIGHLIGHTS

Booksale: Of $1,242 raised in the annual booksale, $800 was allocated by the St. John's Board for the literacy collection.

Library relocation: The Marjorie Mews Library was relocated in June to (then) Wedgewood Park. Year end statistics indicate the move resulted in increases in the branch's circulation (26%) and memberships (64%).

Expansion: The public library in the Goulds will become part of the St. John's Library System April 1, 1992. The St. John's Library Board has agreed to fund computer-related costs so as to make automated library services available to all branch sites.

Grant reduction: Our 1991-92 grant from the City of St. John's was $25,000 - down from $30,000 the previous year. The Finance Committee of the City has recommended that our 1992-93 grant allotment be cancelled.

Children's Services: The development of children's services in the city libraries is not based on a plan. This will change, as the Children's Services Coordinator will have a plan for development prepared for September, 1992.

Branch Planning: Information has been gathered from libraries across the country on the details of planning library branches. The Planning and Priorities Committee of the St. John's Board hopes to adapt an approach for the St. John's Libraries early in the new fiscal year.

Broadening Mandate: Redefining the library's cultural and recreational mandate to non-book related activities will be a policy issue for the St. John's Board in 1992. The sponsoring of a Marc Chagall exhibit in St. John's this year by the Swiler's Rugby Club is an example the Board will be considering.

Reference Transfer: The St. John's Library System will be providing quick reference service to the public. This service should be operational by July, 1992. Because of the extra demands this will place on staff, major adjustments will have to be made to the way staff have traditionally been able to deal with the public.

To summarize the past year, we continue to meet the objectives of the Five-year Plan. In the areas of children's services, branch libraries, and general mandate, plans are being developed that will help define what we should be doing and where we should be going.

PROVINCIAL PUBLIC LIBRARIES BOARD
STATEMENT OF REVENUE AND EXPENDITURE
FOR THE YEAR ENDED 31 MARCH 1991*

REVENUE

Operating Grants	
Province of Newfoundland:	
General Funds	$6,057,797
Library materials	100,000
Literacy grants	18,000
Payroll tax	5,392
Other Revenue	
Funds raised by community libraries	251,389
Miscellaneous	3,525
	6,436,103

EXPENDITURE

Advertising	1,801
Books	866,091
Periodicals	176,661
Computer services	101,324
Conferences and workshops	26,634
Freight and postage	78,902
Heat and light	175,520
Insurance	16,377
Literacy Project	18,000
Miscellaneous	48,480
Office and library supplies	123,819
Printing	2,820
Rental of equipment	83,344
Rental of premises	183,370
Repairs and maintenance	71,251
Salaries	4,286,371
Security and janitorial services	14,083
Staff development	11,825
Telephone	98,849
Travel	100,656
	6,486,178
Excess of revenue over expenditure (expenditure over revenue)	(50,075)
Net excess of revenue over expenditure (expenditure over revenue)	$ (50,075)

* Latest Financial Statement- Subject to Audit

STATISTICS 1990-91

NAME	SERVICE POINTS	POPULATION	BOOKSTOCK	CIRCULATION	REGISTERED BORROWERS
AVALON REGION	22	85,109	172,091 (167,534)	347,070 (322,524)	26,759 (25,265)
BONAVISTA-BURIN REGION	11	39,166	102,660 (99,506)	187,530 (188,705)	13,524 (12,407)
CENTRAL REGION	19	42,401	193,404 (186,967)	284,219 (294,258)	17,545 (17,674)
GANDER REGION	18	42,519	150,061 (150,799)	242,311 (228,209)	19,660 (18,854)
LABRADOR-NORTHERN REGION	9	29,959	115,777 (121,770)	166,487 (146,079)	13,224 (13,863)
PROV. REFERENCE & RESOURCE LIBRARY	1	N/A	88,263 (86,437)	4,233 (4,938)	N/A (N/A)
ST. JOHN'S LIBRARIES	4	100,000	102,557 (120,519)	406,648 (391,097)	16,256 (13,966)
WESTERN REGION	22	90,976	223,514 (329,589)	410,977 (375,317)	28,518 (27,486)
TOTALS	**106**	**430,130**	**1,148,327** (1,263,121)	**2,049,475** (1,951,127)	**135,486** (129,515)

NAME	ILL TRANSACTIONS	REFERENCE ENQUIRIES	LIBRARY VISITS	IN-LIBRARY MATERIAL USE
AVALON REGION	4,596 (4,409)	24,314 (19,840)	194,580 (197,625)	861,650 (692,350)
BONAVISTA-BURIN REGION	2,824 (2,175)	8,480 (7,805)	95,100 (104,775)	404,650 (470,400)
CENTRAL REGION	5,509 (5,101)	24,117 (22,145)	152,000 (182,600)	720,620 (696,000)
GANDER REGION	5,934 (6,151)	22,021 (21,738)	152,525 (202,565)	229,225 (226,086)
LABRADOR-NORTHERN REGION	1,625 (2,129)	17,497 (18,731)	116,837 (107,250)	348,483 (350,250)
PROV. REFERENCE & RESOURCE LIBRARY	4,432 (4,342)	18,764 (20,402)	30,050 (39,100)	77,775 (128,000)
ST. JOHN'S LIBRARIES	3,309 (3,319)	16,759 (17,864)	180,075 (189,450)	137,800 (139,425)
WESTERN REGION	9,082 (7,085)	27,569 (31,695)	295,075 (280,650)	805,775 (857,175)
TOTALS	**37,311** (34,711)	**159,521** (160,220)	**1,216,242** (1,304,015)	**3,585,978** (3,559,686)

NAME	LIBRARY PROGRAMME ATTENDANCE	CLASS VISITS
AVALON REGION	705 - 9,334 (655 - 7,660)	423 - 9,244 (318 - 6,374)
BONAVISTA-BURIN REGION	62 - 1,746 (88 - 1,864)	167 - 2,436 (160 - 2,322)
CENTRAL REGION	630 - 7,796 (579 - 6,206)	617 - 1,036 (468 - 7,222)
GANDER REGION	294 - 5,099 (273 - 4,621)	1,193 - 24,472 (1,120 - 22,417)
LABRADOR-NORTHERN REGION	625 - 4,065 (444 - 3,069)	428 - 5,635 (71 - 1,232)
PROV. REFERENCE RESOURCE LIBRARY	N/A (N/A)	19 - 672 (22 - 712)
ST. JOHN'S LIBRARIES	605 - 9,337 (609 -10,148)	(N/A)
WESTERN REGION	321 - 5,098 (356 - 4,594)	977 - 17,513 (987 - 14,676)
TOTALS	**3,242 - 42,675** (3,004 - 38,162)	**3,824 - 70,333** (2,146 - 54,955)